

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

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2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

0001

01/29/2007

6. ISSUED BY

CODE OFF

Office of Finance & Procurement
327 Ford Bldg.
Washington, DC 20515

7. ADMINISTERED BY (If other than Item 6)

CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)

(X)

9A. AMENDMENT OF SOLICITATION NO.
OPR07000017

(X)

9B. DATED (SEE ITEM 11)
12/28/200610A. MODIFICATION OF CONTRACT/ORDER
NO.

10B. DATED (SEE ITEM 13)

CODE

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers☐ is extended,☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

☐

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

☐

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14.

☐

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

☐

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return _____ copies to the issuing office.14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)
Question and Answers presented at January 17, 2007 pre-proposal conference.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

James Tiani

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. U.S. HOUSE OF REPRESENTATIVES

16C. DATE SIGNED

(Signature of person authorized to sign)

BY

(Signature of Contracting Officer)

01/29/2007

| | | | |
|------------------------------|--|------------------------------|-----------------------|
| Line Item Summary | Document Number OPR07000017/0001 | Title CMS Provider | Page 2 of 2 |
|------------------------------|--|------------------------------|-----------------------|

No Funding Information

| Line Item Number | Description | Delivery Date (Start date to End date) | Quantity | Unit of Issue | Unit Price | Total Cost |
|-----------------------------|--------------------|---|-----------------|--------------------------|-------------------|-------------------|
|-----------------------------|--------------------|---|-----------------|--------------------------|-------------------|-------------------|

No Changed Line Item Fields

Previous Total:
Modification Total:
Grand Total:

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1. Are the Maintenance Support (OPR07000014) and Correspondence Management Systems (OPR07000017) efforts new requirements or re-compete contracts?

Answer: New

2. If these efforts are a re-compete, can you share who the incumbent contractor(s) are?

Answer: N/A

3. Will your acquisition strategy include small business participation?

Answer: This is a free and open market opportunity.

4. Will a bidder list be posted?

Answer: No

6. Prior to the industry days Jan 16th and 17th will there be an opportunity to submit or ask questions concerning the efforts at hand?

Answer: Yes as evidenced by your submission of these questions.

7. How many awards are anticipated?

Answer: Will not know until proposals are received, evaluated and recommendations made.

8. What will be the process by which House offices will select vendors from the list of awardees?

Answer: See section M of the Request for Proposal.

9. In order to provide some context for the solution requested in the RFP, please give some examples of typical business processes in which the CMS system will be used. For example, please describe the current and *desired* process flows when a letter is received from a constituent, the delivery and tracking process used, the response generation process used, and the post-process recordkeeping and auditing processes used.

Answer: Each Member office establishes its own policies and procedures for handling constituent and other correspondence.

10. Please give some examples of how the constituent database and its constituent codes will be used for data mining, classification, and mass communications campaigns.

Answer: Offices usually establish a set of "issue codes" and assign one or more issue codes to each item of correspondence. They may also wish to classify the correspondence as being for or against a particular issue. They may also wish to classify correspondents in various categories (for example, local, state, or federal elected officials, representatives or leaders of community or national groups, or business leaders, to name just a few). A classification of particular sensitivity to Members is "deceased"; for various reasons Members may need to keep the

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decedent's "people record" in the database, but continuing to send correspondence to a deceased constituent is often extremely embarrassing to the Member.

The Member may, from time to time, wish to correspond with all individuals who have expressed an opinion on a particular issue. Examples of events which may trigger the generation of correspondence are the Member introducing or sponsoring a bill, committee action on a bill, passage or defeat of a bill by either house, or presidential signature or veto of a bill. The Member may also wish to correspond with all constituents in the district or constituents living in a certain area within the district. Mass communications often require approval by the House Franking Commission. Members often try to reduce mailing costs for mass communications by sending a single piece of correspondence to a household; identification of households is becoming more difficult as members of a household may not share the same surname and everybody sharing a mailing address may not constitute a single household.

11. In addition to the existing Avaya components, please verify if any additional communications equipment are in place? (i.e., PBX Switch, telephones, IVR, telephony service, mail server, or fax server)

Answer: The House provides no computer-telephony integration (CTI) service for Member offices on the DC campus. While it is possible that some offices may have acquired a CTI solution for their district office(s), we are not aware of any such solution in use in any Member office. The House does provide a service which allows faxes to be delivered to a mailbox. The fax to e-mail service does not provide any XML delimitation of the content of the faxes.

The House also provides a "Write your Representation" service which allows constituents to fill in a Web form and have the message formatted with XML delimited fields and delivered to a mailbox. Various offices host Web forms on the office's Web site; these forms can produce XML delimited e-mail messages.

12. Is there a central clearing house in relation to telephony? Does the existing infrastructure have the ability to route all inbound interactions through the same queuing system?

Answer: No

13. Regarding inbound US mail, is there an existing document scanning software / solution in place?

Answer: No

14. Is there a database standard requirement? (i.e., SQL, Oracle, proprietary)

Answer: No

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15. What business process triggers the *automated* addition of constituent codes, form letters, etc into the database? Can an average load volume and frequency be determined?

Answer: Most often this is triggered by postcard or e-mail campaigns and is usually used when XML-delimited correspondence has been automatically added to the database. We maintain no statistics on average load or volume.

16. Will the data integration need to be placed in one database or bi-directional back to an existing database?

Answer: Yes "people" records will periodically need to be exported from the office's database, processed through the US Postal Service's National Change of Address system, and then re-imported into the data base. Also, data from various sources, such as the state driver license records or county voter registration record will need to be imported into the data base whenever an office purchases such records.

17. Will the database record merging process require an admin console or will a DBA be managing any db maintenance?

Answer: This is a design decision left to the Offeror.

18. Please clarify if there is a need for a complete outbound call center solution or only the need for outbound broadcast messaging?

Answer: No

19. Does the existing environment have a printer, print server, etc. or will this need to be included in the equipment supplied by the CMS provider?

Answer: Yes each office has its own printers

20. Will any technical personnel be available or will all roles need to be filled by the CMS Provider? (i.e., Network Engineer, Windows Support, Telecommunications Engineer, DBA)

Answer: You manage your own solution

21. Will the testing environment support remote accessibility or will a CMS provider staff member be required on site?

Answer: The testing environment will allow remote support. Offerors should treat the testing environment in the same manner they intend to treat new customers.

22. Please further define the System Management requirement: "...include the ability to grant control access using both the OS and application utilities."

Answer: The intent is for the solution to utilize either OS or the application's own authentication mechanism; Using the user's domain credentials is preferred.

23. Will https encryption suffice for transmitting data over the Internet or is there an additional security requirement?

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Answer: The House supports remote access data stored on the House network using Cisco's IPsec client software and RSA SecurID tokens. Any other mechanism for remote access requires approval by the House Information Security Officer.

24. Please describe the print output environment which will be used to print and mail the documents output by the CMS system. Also describe any other mail processing systems or equipment which will be used such as folding, stuffing, and sorting equipment. Are there any special post-processing considerations such as grouping and sorting of documents, bar-coding, or other special labeling or marking needed for the printing and mailing systems?

Answer: The house does not provide a central printing/folding/stuffing service. Any Capabilities included in the solution which will reduce postage costs for offices will be considered.

25. When batch mailings are "split", what criteria will be used to determine which sub-group each data record or generated letter will be part of. Will these splits be driven based in data used to generate the letters themselves, or on separate data elsewhere?

Answer: Each office will use whatever criteria it determines appropriate.

26. For mass email distributions, will the generated documents be attached to the emails (in PDF form?), or will the content need to be embedded in the email body itself? Will the system need to generate documents to be published to a secure Web portal environment, and also generate accompanying email notifications with links to the documents in the portal location? Is Web publishing considered "Phase One" or future phase functionality?

Answer: Each office will determine what formats are appropriate for mass-email distributions.

27. Describe the electronic document management system into which archived copies of generated letters should be stored? In what format will documents be, when being stored into this repository? What are the indexing and retrieval requirements? Should documents be archived immediately post-generation, or should they be archived using an administered batch import process at some point after generation?

Answer: We do not have an electronic document management system.

28. Is MS-Office the standard COTS package at the house?

Answer: This is office specific

29. What are the names of all COTS word processors software utilized by the House?

Answer: Not germane to Statement of Objectives

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30. Please list and describe all custom correspondence generators utilized by HOR.

Answer: Not germane to Statement of Objectives

31. Is the House using SMS or Tivoli? If not, how are software packages deployed to the offices and district offices? Please provide details.

Answer: No. The House does not use SMS or Tivoli; the solution provider must address software package deployment necessary for the solution.

32. When will AD be completed at the house?

a. Does this include the district offices? Please explain.

Answer: AD has been completed

33. How do the 950 district offices gain access to the HOR Intranet now? Please provide details.

Answer: The House provides a 512Kbps (256 Kbps CIR) Frame Relay circuit to support one district office at no cost to each of the 440 Members (including Guam, American Samoa, US Virgin Islands and Puerto Rico). Members with multiple district offices must purchase data communications services to support the additional offices; these services include Frame Relay circuits (at various data rates) and DSL/Cable Modem services using hardware or client-based IPSec network extension solutions.

34. What is the preferred House backup methodology?

Answer: No preference

35. What is the preferred House database?

Answer: No preference

36. Should the offeror include costing for a COOP solution or will the solution reside at the HOR COOP facility known as the ACF?

Answer: The Offeror needs to consider continuity of operations in any solution offered. Information about House data center facilities will be provided to Offeror(s) who execute a non-disclosure agreement after an award is made.

37. Please identify the current makeup of the existing CMS solutions and their respective clients.

Answer: Not germane to Statement of Objectives

38. Please identify the current CMS vendors.

Answer: Not germane to Statement of Objectives

39. Is intent of this RFP to augment the current vendors or replace the current vendors?

Answer: To provide more options

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40. Will the current CMS vendor data need to be migrated? If so, how far back?

Answer: Yes; as far back as the office requires.

41. Pursuant to section F, should costing be provided for up to 48-months?

Answer: This is each offeror's choice.

42. Do all District Offices have the minimum attachment 4 specifications? If not, is the vendor to provide these?

Answer: This reflects what the current minimum buy would be. There may be legacy systems still in use.

43: RFP Section K. Service Hours references "normal business hours of 8:30 am to 6:00 PM (local time)". Does local time refer to Eastern Standard Time?

Answer: Yes; however CMS Offerors should be aware that less than half of the district offices are located in the Eastern time zone.

44: Could you clarify the following items from Attachment 1/Basic and Advanced Feature for House CMS, Section: System Management and Security:

- "The ability to grant control access using both the operating system and application utilities". Does the grant control access using operating system pertain to any folder (directory) that may contain data or documents associated to the CMS application? Is there any additional requirement than this?

Answer: Refer to question and answer # 22

- "The ability to grant -control access to application settings (e.g. constituent codes) separate from constituent data." Does this mean to provide control to which users or user levels (groupings) can create, update, or delete application settings such as constituent codes and configuration settings? Are there any additional control requirements to the aforementioned?

Answer: The intent is for the application to be able to enforce record-and field level security controls to data, once the user has authorization into the application.

45. Please confirm that Attachment 3, Instructions for Submitting Correspondence Management System Application Information is not to be submitted with the proposal but only once the CMS is submitted for testing at the HIR Lab as stated in Section C.1.D, second paragraph. Also, please confirm that the testing scripts and requirements traceability matrix are not to be submitted with the proposal but only once the CMS is submitted for testing at the HIR Lab.

Answer: Attachments do not need to be submitted with proposal.

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46. If I currently have an approved CMS package with the House do I have to submit it for review to gain a contract?

Answer: No you do not have to submit your CMS package. When you respond to this RFP, PLEASE identify in your cover letter that you have an approved CMS package.

47. What if I do not have an approved CMS Package what is the approval process?

Answer: In your proposal cover letter identify that YOU DO NOT have an approved CMS package. After the Evaluation Team completes its due diligence regarding the proposals we will contact you regarding the CMS approval submission process.